Ideation Phase

Brainstorming & Idea Prioritization

Date: 02 November 2025
Team ID: 86B8EAC7C8A2F039E024E07975653673
Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks: 4 Marks

Project Overview

This project aims to improve how user, group, and role management works in an enterprise environment using ServiceNow. The goal is to implement automated workflows and Role-Based Access Control (RBAC) to ensure secure and efficient user operations.

The process involves creating a clear hierarchy for users and roles, defining specific access permissions, and integrating automated workflows for approvals, status tracking, and task management. Automation cuts down on manual work, increases accountability, and ensures secure data access for all team members.

Validation scenarios are developed to test role inheritance, Access Control List (ACL) enforcement, and workflow triggers. This ensures that all access control and automation systems work as intended. Ultimately, this solution improves system security, operational efficiency, and compliance within the organization's access management framework.

Step 1: Team Gathering, Collaboration, and Selection of the Problem Statement

Problem Statement Selected:

Optimizing User, Group, and Role Management with Access Control and Workflows

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Activity Description:

The team worked together to identify major challenges in access management. Through discussions, they found that handling user and role assignments manually led to delays,

inconsistencies, and security risks. Therefore, they identified the need for an automated, ruledriven, and workflow-based access management system as the main problem to solve.

Outcome:

The finalized problem statement focuses on creating an automated solution to improve the efficiency of user, group, and role management through structured workflows and strong access control mechanisms.

Step 2: Brainstorming, Idea Listing, and Grouping

Brainstorming:

Team members shared ideas on improving current processes for user, group, and role management in ServiceNow. The discussions focused on cutting down human error, speeding up workflow execution, and ensuring secure access control.

Idea Listing:

- Implement automated user and role creation workflows.
- Define clear access rules using ACLs and RBAC principles.
- Create approval workflows for project tasks and user changes

Grouping:

Similar ideas were organized into three main categories:

- **Security Enhancements:** Implementing ACLs and RBAC for controlled access.
- **Automation Features:** Workflow-based approvals and updates.
- **Efficiency Improvements:** Reducing manual effort and ensuring smooth task assignments.

Action Planning:

Each category was assigned to specific team members along with defined roles and timelines. The team decided to carry out these actions using ServiceNow modules to ensure smooth workflow automation and effective access control.

Step 3: Idea Prioritization

Idea Prioritization Process:

The team evaluated all ideas based on their potential impact, feasibility, and fit with the project goals. The highest priority was given to implementing automated workflows and secure access control mechanisms as they directly help achieve the project's primary objectives.